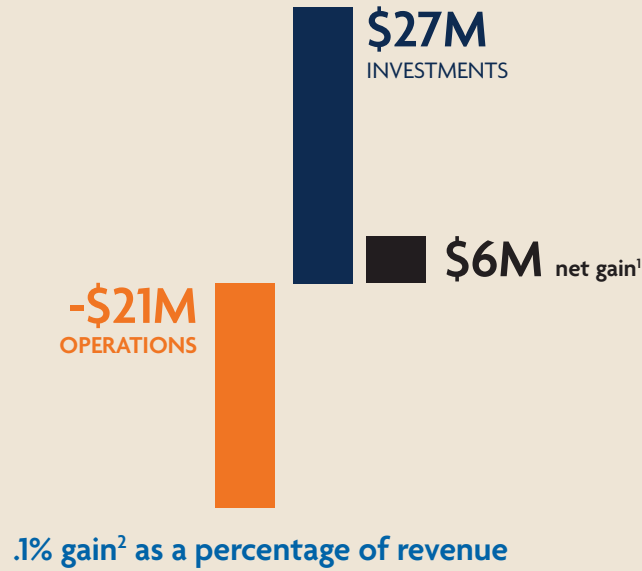


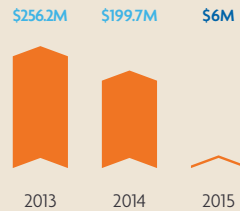
After Tax Net Income



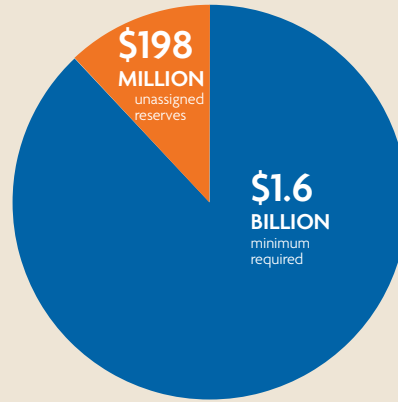
Total Taxes



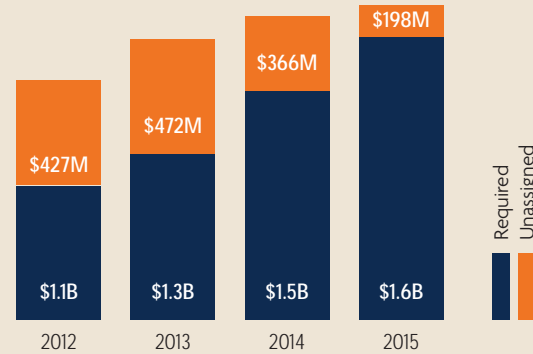
Net Gain



\$1.8 Billion total 2015 statutory reserves



Reserves



\$1.6 Billion

Total amount of minimum reserves required by the Tennessee Department of Commerce and Insurance

\$59 Amount per member held in unassigned reserves	64 The number of days that BlueCross total statutory reserves could cover members' claims	57 The number of days that BlueCross minimum required statutory reserves alone could cover members' claims
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\$198 Million

Total amount of unassigned reserves in 2015 after the required amount is set aside
 Reserves are available to meet a range of business needs related to serving our

Premium Dollar Spending³

12%
Operational Costs

88%
Direct Medical Costs



- 1¢ After-Tax Profit (from operations⁴)
- 3¢ Taxes
- 9¢ Administrative⁵
- 4¢ Other Medical Services
- 12¢ Prescriptions
- 21¢ Outpatient Facility Care
- 25¢ Inpatient Facility Care
- 26¢ Physician Services

¹ Net gain reported under Generally Accepted Accounting Principles (GAAP)

² Based on gross premiums, including fees and premium equivalents

³ Based on gross premiums, including fees and premium equivalents. Excludes investment income.

⁴ Uses an implied 35% income tax rate.

⁵ Including quality initiatives, broker fees and claims processing